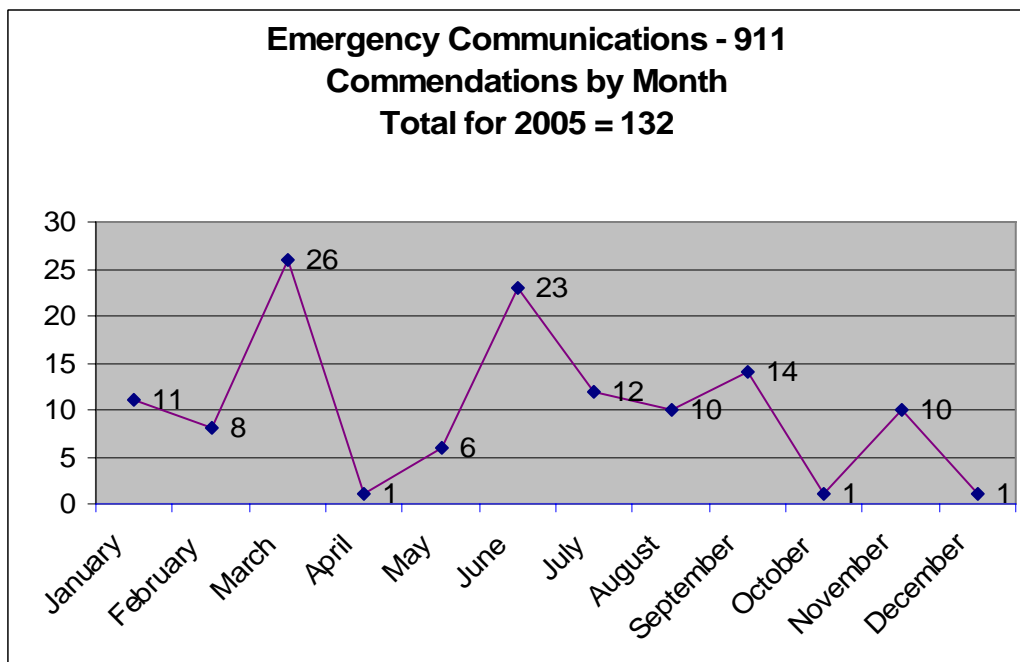


EMERGENCY COMMUNICATIONS CENTER ANNUAL ACTIVITY SUMMARY – 2005

	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED CALLS	
	Monthly	Cumulative Monthly	Monthly	Cumulative	Monthly	Cumulative Total
2005	Totals	Totals	Totals	Monthly Totals	Totals	of All Calls
January	24,723	24,723	1,687	1,687	26,410	26,410
February	23,979	48,702	1,589	3,276	25,568	51,978
March	27,343	76,045	1,670	4,946	29,013	80,991
April	28,099	104,144	1,625	6,571	29,724	110,715
May	29,129	133,273	1,824	8,395	30,953	141,668
June	29,165	162,438	1,716	10,111	30,881	172,549
July	29,343	191,781	1,960	12,071	31,303	203,852
August	29,356	221,137	1,774	13,845	31,130	234,982
September	32,872	254,009	1,737	15,582	34,609	269,591
October	27,779	281,788	1,705	17,287	29,484	299,075
November	25,327	307,115	1,519	18,806	26,846	325,921
December	24,977	332,092	1,533	20,339	26,510	352,431
TOTAL	332,092	332,092	20,339		352,431	

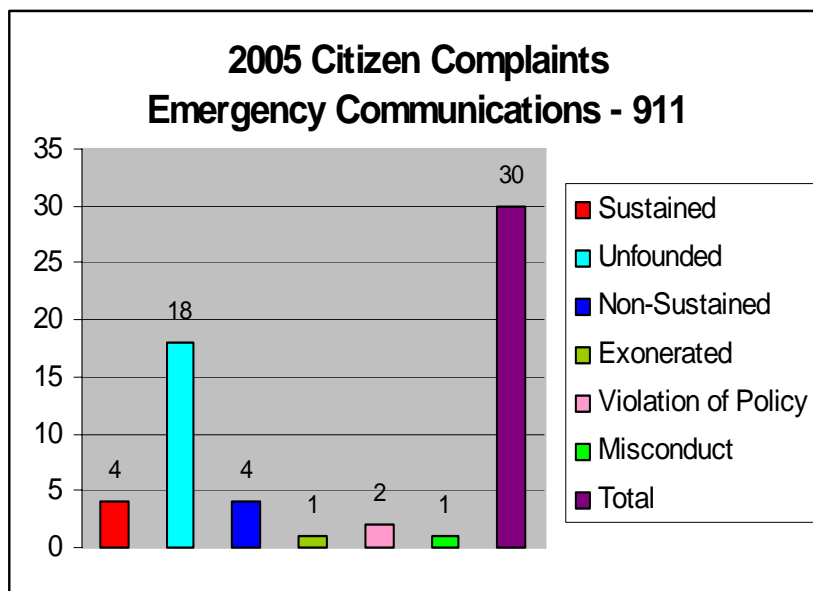
The Lincoln-Lancaster County 911 Center processes approximately one-half million emergency and non-emergency telephone calls per year. During the year **2005**, these telephone calls resulted in 158,525 calls for service from user agencies and citizen requests. Of these 158,525 calls for service, 911 Center personnel received 132 Commendations from Lincoln-Lancaster County Citizens, User Agencies and Internal Personnel.

The Lincoln-Lancaster County 911 Center professionally handles calls for service in the City of Lincoln, Lancaster County and a portion of six surrounding counties. The Communications Center provides ongoing continuing education opportunities for staff in order to maintain and enhance job performance.



All personnel are instructed as to the procedures in place to facilitate the handling of complaints and commendations in order to gain public confidence. A customer service survey is completed at a minimum of once per calendar year. The survey is designed to assist in gaining information on the level of satisfaction and how services may be improved. In addition, citizens may contact the Lincoln-Lancaster 911 Center with feedback or questions at any time, by telephone at 402-441-7005 or email through this website using the "Email Feedback Form."

The Emergency Communications received a total of 30 citizen complaints during 2005. Allegations of misconduct or error on the part of Communications Center personnel require a conclusion of fact. The findings of fact are listed below with the chart of complaints. Appropriate training and/or corrective action is taken for those complaints which qualify as "sustained" or "misconduct/error not based on complaint." The Lincoln-Lancaster County 911 Center prides itself on providing high quality customer service to those it serves. Your feedback is very important to us.



Sustained-The investigation has disclosed sufficient evidence to determine the complaint is substantiated.

Exonerated-The investigation has determined the incident did occur, but the employee involved acted properly in accordance with policy.

Non-Sustained-The investigation has been unable to substantiate the complaint. There was insufficient evidence to prove or disprove the allegation.

Unfounded-The complaint is false or not factual; the incident did not occur as reported and there was no misconduct/error.

Misconduct/error not based on Complaint-Substantiated employee misconduct not previously alleged in the complaint, but determined through the investigation.

Violation of Policy/Procedure-Minor violations generally unintentional or due to lack of experience or training.

Policy/Procedure Failure-The employee acted within policy or procedural guidelines, or the issue in question does not fall within the scope of existing policy or procedure. This situation indicates the need for review and change of appropriate procedures or drafting of new policies.